

# Instructions

## Customer Information

Please review all information on this form. Check the name, address, phone number, email address (if applicable) printed on the form and make any corrections. If your order is to be shipped to a different address, please note that information in the SHIP TO area. Include the name and daytime telephone number of the person we may contact if we have any questions about your order. Retain ONE copy of this form for your records..

## Payments

The minimum cost of a reproductions order is \$20.00. All orders must be prepaid.

**Credit Cards:** You may charge the cost of your order to your VISA, MasterCard, American Express, or Discover credit card. You may fax this form with your credit card information (see the area designated on the first page of the form) to 202-357-5906 or call the Accounts Receivable Specialist at 301-837-3720 with your credit card information.

**Check Payments:** Please make the check or money order payable to: NATFB. All payments must be made in U.S. Dollars, drawn on a U.S. Bank account. Send your check or money order to: National Archives Trust Fund, Accounts Receivable, Form 72 Order, 8601 Adelphi Road, Room 5100, College Park, MD 20740-6001.

## Shipping and Delivery

**Shipped Orders:** Orders are shipped via the U.S. Postal Service (duplicated microfilm is shipped via UPS). The cost for standard shipping is included in the price of your order. If you require expedited shipping, you must furnish the name of the shipping service to be used and your account number with that service. We cannot honor requests for collect shipments or for third-party billings.

**Electronic Transfer (not available for all reproduction types):** Electronic transfer allows you to download your files from a site, as opposed to having them mailed to you. You will be sent a link for the download. Click the link and download the file to a location of your choosing. Download speeds will vary based upon file size and your internet connection. A valid email address is necessary for electronic transfer. Total file transfers can be up to 5 GB. However, files of that size are typically separated into multiple, smaller files. Files will be available for 30 days from date of upload; downloads of the files should take place within that period. **To ensure electronic receipt of your order, please add [electronic.delivery@nara.gov](mailto:electronic.delivery@nara.gov) to your trusted senders list.** In some cases, certain email applications will move your reproduction orders to your spam box. Please monitor your spam box while awaiting your order.

## Customer Service

If you have any questions regarding the payment of your order, please email us at [TrustFundSupport@nara.gov](mailto:TrustFundSupport@nara.gov). In your email, include the QUOTE NUMBER from your copy of this form. You may call us at 301-837-3720 between 9:00 AM and 4:00 PM (ET), Monday through Friday, except on U.S. Federal holidays. Please allow 30 – 60 days for receipt of your order. All orders are completed as they arrive in queue.

## Changes to Quote and Additional Information

Review the description of the records cited. If there is any material listed that you do not wish to order, draw a SINGLE line through the description on the form. Page counts are estimated and the actual number of pages may vary significantly. This can affect the final cost of your order which will be determined at the time of shipment. Any refund due to you will be paid by U.S. Treasury check. Please allow 6-8 weeks for receipt of your refund.

## Un-deliverable Orders

When shipping an un-deliverable reproduction order is returned to the National Archives, the National Archives will make two (2) attempts to contact the customer. These attempts will occur within 12 months of your Order Date. After 12 months, the reproduction order will be destroyed and no refund will be granted.